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› EZVIZ H9C Dual-Lens Pan & Tilt Wi-Fi Camera User Manual

## EZVIZ CS-H9c

# EZVIZ H9C Dual-Lens Pan & Tilt Wi-Fi Camera User Manual

Model: CS-H9c

## 1. INTRODUCTION

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The EZVIZ H9C Dual-Lens Pan & Tilt Wi-Fi Camera is an advanced outdoor security solution designed to provide comprehensive surveillance with its innovative dual-lens technology. This manual provides detailed instructions for setting up, operating, and maintaining your camera to ensure optimal performance and security.



Figure 1: EZVIZ H9C Dual-Lens Pan & Tilt Wi-Fi Camera Overview

## 2. WHAT'S IN THE BOX

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Carefully unpack the contents and ensure all items are present and in good condition. If any items are missing or damaged, please contact EZVIZ customer support.

- H9c Camera
- Drill Template
- Screw Kit
- Waterproof Kit
- Power Adapter
- Quick Start Guide



Figure 2: H9c Camera Unit



Figure 3: Weatherproof Kit



Figure 4: Power Adapter



Figure 5: Quick Start Guide

## 3. SETUP

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### 3.1 Initial Power-On and App Download

1. Connect the power adapter to the camera and plug it into a power outlet.
2. Wait for the camera's indicator light to flash blue, indicating it's ready for setup.
3. Download the EZVIZ app from the App Store (iOS) or Google Play (Android).

### 3.2 Adding the Camera to the EZVIZ App

1. Open the EZVIZ app and create an account or log in.
2. Tap the '+' icon on the home screen to add a device.
3. Scan the QR code located on the camera or on the Quick Start Guide.

4. Follow the in-app instructions to connect the camera to your Wi-Fi network. Ensure your Wi-Fi signal is strong at the camera's installation location.



Figure 6: Ensuring stable Wi-Fi connection

### 3.3 MicroSD Card Installation (Optional)

The H9C supports a microSD card up to 512GB for local storage.

1. Rotate the camera lens upwards to reveal the microSD card slot and reset button.
2. Insert the microSD card into the slot with the gold contacts facing down until it clicks into place.
3. In the EZVIZ app, navigate to the camera settings and format the microSD card.



Figure 7: MicroSD card slot and reset button location

## 4. OPERATING INSTRUCTIONS

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### 4.1 Dual-Lens Operation and Linked View

The H9C features a wide-angle lens and a pan-and-tilt (PT) lens. These can operate independently or in a linked view.

- **Wide-Angle Lens:** Provides a broad overview of the monitored area.
- **PT Lens:** Offers detailed views and can pan and tilt to track movement.
- **Linked View:** When the wide-angle lens detects movement, the PT lens can automatically zoom in and track the subject. You can switch between views with a single tap in the app.



Figure 8: Dual-Lens Linked View in action

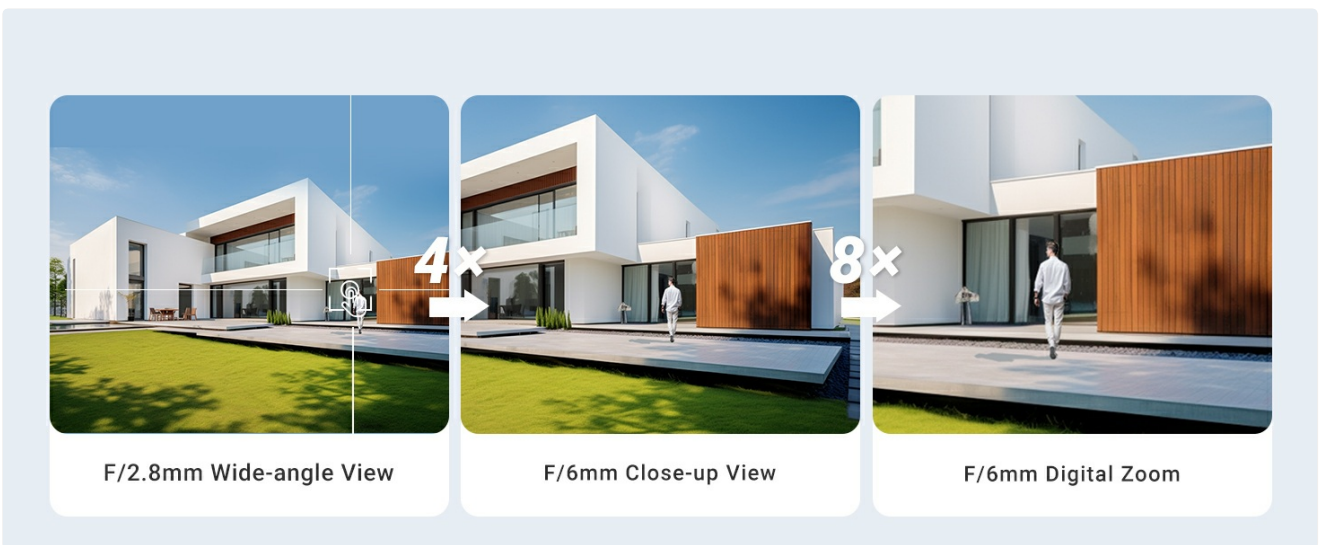


Figure 9: Switching between wide and close-up views

## 4.2 AI-Powered Human/Vehicle Detection

The camera utilizes AI to distinguish between human and vehicle shapes, reducing false alarms from environmental factors like falling leaves or insects.

- Receive smarter alerts directly to your mobile device.
- Customize detection zones and sensitivity settings within the EZVIZ app.



Figure 10: AI detection differentiating humans and vehicles

### 4.3 Night Vision Modes

The H9C offers three night vision modes for clear visibility in low-light conditions:

- **Color Mode:** Provides full-color night vision up to 40 meters using built-in spotlights.
- **Smart Mode:** Automatically switches from black and white to color vision upon detection of human movement.
- **Black & White Mode:** Standard infrared night vision for discreet monitoring.

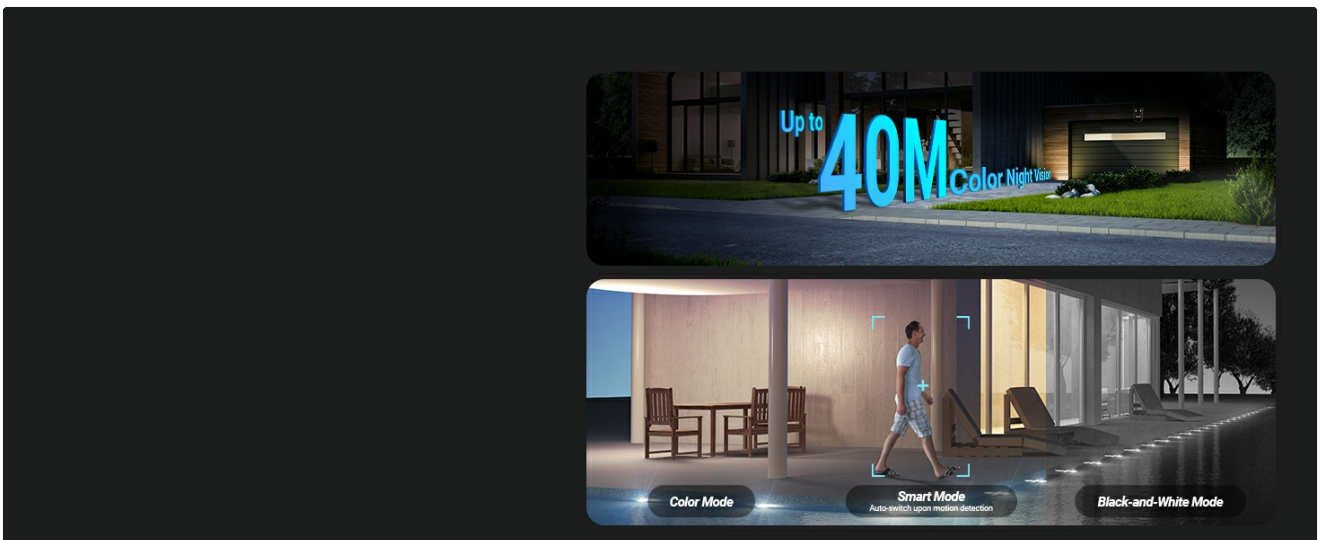


Figure 11: Night vision capabilities and modes

### 4.4 Two-Way Talk

Communicate with visitors or deter intruders using the built-in microphone and speaker. Access this feature through the live view in the EZVIZ app.



Figure 12: Interacting via two-way talk

## 4.5 Active Defense

Upon detection of suspicious activity, the H9C can activate a loud siren and strobe lights to actively deter intruders. This feature can be configured in the app.

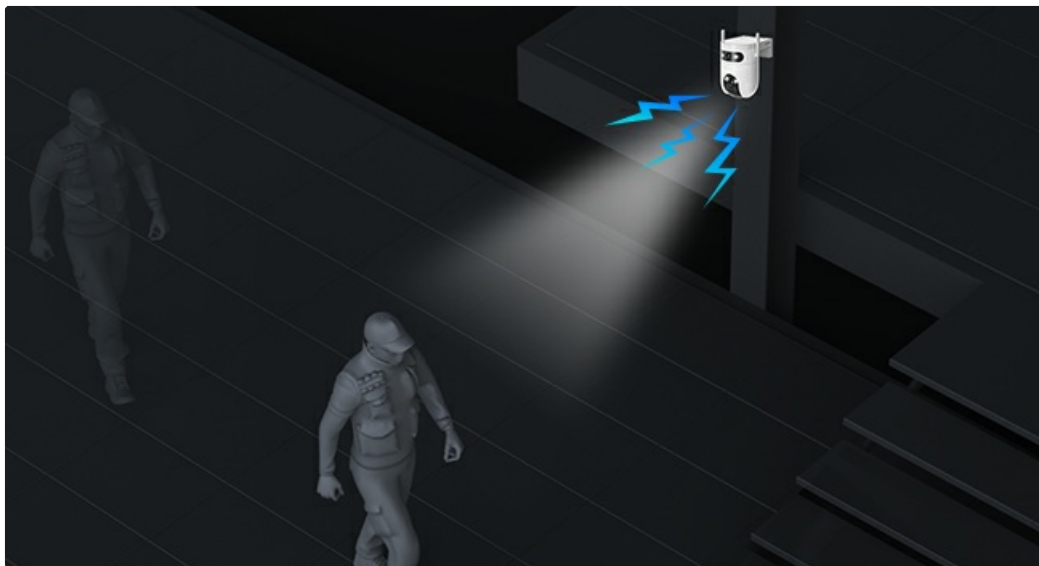


Figure 13: Active defense mechanism

## 5. MOUNTING OPTIONS

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The EZVIZ H9C camera offers versatile mounting options to suit various outdoor environments.

- **Wall Mount:** Securely attach the camera to a vertical wall surface.
- **Ceiling Mount:** Install the camera on a horizontal ceiling or overhang.
- **Pole Mount:** Utilize a separate pole mount accessory for installation on poles.

Always use the provided drill template and screw kit for secure installation. Ensure the camera is positioned to cover the desired area and has a clear line of sight to your Wi-Fi router.



Figure 14: Flexible mounting for different locations

## 6. SPECIFICATIONS

Feature	Specification
Model Name	CS-H9c
Resolution	Dual 3MP (1296P)
Connectivity	Wireless (Wi-Fi)
Indoor/Outdoor Usage	Outdoor
Special Features	Built-in Light, HD Resolution, Motion Sensor, Night Vision, PTZ Technology, Weatherproof
Night Vision Range	Up to 40 meters (Color Night Vision)
Storage	MicroSD Card (up to 512GB), CloudPlay Storage
Two-Way Talk	Yes
AI Detection	Human/Vehicle Shape Detection
Weather Resistance	IP65 Waterproof Rating
Power Source	Corded Electric (6 Watts)
Dimensions	14.5 x 11.6 x 14.2 Centimeters
Weight	668 Grams
Viewing Angle	360 Degrees (Pan & Tilt)
Optical Zoom	8x

## 7. TROUBLESHOOTING

### 7.1 Camera Offline

- Check if the camera is powered on and the power adapter is securely connected.

- Verify your Wi-Fi network is active and the signal strength at the camera's location is adequate.
- Restart your Wi-Fi router and the camera.
- If the issue persists, try resetting the camera using the reset button and re-adding it to the EZVIZ app.

## 7.2 Poor Video Quality

- Ensure your internet connection speed meets the requirements for streaming HD video.
- Clean the camera lenses with a soft, dry cloth.
- Adjust the video quality settings in the EZVIZ app if your network bandwidth is limited.

## 7.3 Motion Detection Not Working

- Check the motion detection settings in the EZVIZ app to ensure it's enabled and configured correctly.
- Verify that detection zones are properly set and sensitivity levels are appropriate for your environment.
- Ensure there are no obstructions blocking the camera's view.

## 7.4 Pan/Tilt Functionality Issues

- Ensure the camera is securely mounted and there are no physical obstructions preventing movement.
- Check for any firmware updates for the camera in the EZVIZ app.
- If the camera makes unusual sounds during rotation, contact customer support.

# 8. WARRANTY AND SUPPORT

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Your EZVIZ H9C camera comes with a standard manufacturer's warranty. For specific warranty terms and conditions, please refer to the warranty card included with your product or visit the official EZVIZ website.

## 8.1 Customer Support

For technical assistance, troubleshooting, or warranty claims, please contact EZVIZ customer support:

- **Manufacturer:** EZVIZ, Hangzhou Ezviz Network Co. Ltd., Hangzhou, Zhejiang, China
- **Importer/Service Contact (India):** Prama Hikvision India Pvt. Ltd.; [rma@pramahikvision.com](mailto:rma@pramahikvision.com)
- Visit the official EZVIZ website for FAQs and additional resources.